



Practitioner's Docket No.

99-836

PATENT

#5-03
9-23-03
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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of: James H. Drew et al.

Customer No.: 32127

Serial No.: 09/593,118

Group Art Unit: 3623

Filed: 6/13/00

Examiner: R. Boyce

For:

A METHOD FOR EVALUATING CUSTOMER VALUE TO GUIDE
LOYALTY AND RETENTION PROGRAMS

Assistant Commissioner for Patents Washington, D.C. 20231

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